INDEX/VOLUME 28
JANUARY-DECEMBER 1983

ARTICLES

Arbitration

IF YOU WERE THE ARBITRATOR
- The Lost Vacation ..... *Jan.* 23
- Conflicting Language ... *Feb.* 25
- One-Day Vacation Scheduling ..... *Mar.* 9
- The Litigious Employee ..... *Apr.* 23
- Disability Termination ..... *May* 15
- Equal Pay for Unequal Work ..... *June* 25
- Changed Retirement Practice ..... *July* 23
- The Insulting Employee ..... *Aug.* 17
- Disturbed Employee .... *Sept.* 11
- "Punchy" Employees ... *Oct.* 19
- Double Jeopardy ..... *Nov.* 15
- Error-Prone Employee ..... *Dec.* 11

Behavioral Sciences

How Employee Assumptions Influence Managerial Behavior ... *Mar.* 2

Let's Get a Handle on QWL ..... *June* 26

Cases

The Mess (Sept. 1982) Discussion ..... *Jan.* 46

The Vise (Oct. 1982) Discussion ..... *Feb.* 45

Chalk and Cheese (Nov. 1982) Discussion ..... *Mar.* 45

The Halls Have It (Dec. 1982) Discussion ..... *Apr.* 45

A Tale of Two City Employees ..... *Jan.* 44
- Discussion ..... *May* 46

Gone to Pot ..... *Feb.* 43
- Discussion ..... *June* 45

The Party's Over ..... *Mar.* 43
- Discussion ..... *July* 47

A Little Indiscretion ..... *Apr.* 43
- Discussion ..... *Aug.* 46

Jake's Jury ..... *May* 44
- Discussion ..... *Sept.* 46

Office Politics ..... *June* 43
- Discussion ..... *Oct.* 45

Getting the Knack ..... *July* 45
- Discussion ..... *Nov.* 45

"Special" Task Force ..... *Aug.* 44
- Discussion ..... *Dec.* 38

Reggie Strikes Out ..... *Sept.* 44

The Mismanaging Manager ..... *Oct.* 43

High-handed Management ..... *Nov.* 43

Hire or Higher? ..... *Dec.* 36

Change

Coping with Changes: Blending the Old with the New ..... *July* 36

Overcoming Resistance to Change ..... *Feb.* 26

INDEX/VOLUME 28
JANUARY-DECEMBER 1983

ARTICLES

Arbitration

IF YOU WERE THE ARBITRATOR
- The Lost Vacation ..... *Jan.* 23
- Conflicting Language ... *Feb.* 25
- One-Day Vacation Scheduling ..... *Mar.* 9
- The Litigious Employee ..... *Apr.* 23
- Disability Termination ..... *May* 15
- Equal Pay for Unequal Work ..... *June* 25
- Changed Retirement Practice ..... *July* 23
- The Insulting Employee ..... *Aug.* 17
- Disturbed Employee .... *Sept.* 11
- "Punchy" Employees ... *Oct.* 19
- Double Jeopardy ..... *Nov.* 15
- Error-Prone Employee ..... *Dec.* 11

Behavioral Sciences

How Employee Assumptions Influence Managerial Behavior ... *Mar.* 2

Let's Get a Handle on QWL ..... *June* 26

Cases

The Mess (Sept. 1982) Discussion ..... *Jan.* 46

The Vise (Oct. 1982) Discussion ..... *Feb.* 45

Chalk and Cheese (Nov. 1982) Discussion ..... *Mar.* 45

The Halls Have It (Dec. 1982) Discussion ..... *Apr.* 45

A Tale of Two City Employees ..... *Jan.* 44
- Discussion ..... *May* 46

Gone to Pot ..... *Feb.* 43
- Discussion ..... *June* 45

The Party's Over ..... *Mar.* 43
- Discussion ..... *July* 47

A Little Indiscretion ..... *Apr.* 43
- Discussion ..... *Aug.* 46

Jake's Jury ..... *May* 44
- Discussion ..... *Sept.* 46

Office Politics ..... *June* 43
- Discussion ..... *Oct.* 45

Getting the Knack ..... *July* 45
- Discussion ..... *Nov.* 45

"Special" Task Force ..... *Aug.* 44
- Discussion ..... *Dec.* 38

Reggie Strikes Out ..... *Sept.* 44

The Mismanaging Manager ..... *Oct.* 43

High-handed Management ..... *Nov.* 43

Hire or Higher? ..... *Dec.* 36

Change

Coping with Changes: Blending the Old with the New ..... *July* 36

Overcoming Resistance to Change ..... *Feb.* 26

Communication
Are You Caught in a Web of "Administrivia"? ..... *Sept.* 12
A Mini-Thesaurus for Business Writers ..... *Dec.* 27
Communication in Multinational Companies ..... *Aug.* 2
Five Steps to Making Performance Appraisal Writing Easier ..... *Dec.* 7
Giving an Effective Speech ..... *Jan.* 34
Giving Instructions: It's Not as Easy as It Seems ..... *Sept.* 32
Giving Instructions That Get Followed ..... *May* 20
How to Give Feedback .... *Aug.* 27
How Well Do You Hear? ..... *Nov.* 27
Learning to Level with Employees ..... *Jan.* 8
Management Styles in a Technical Setting ..... *Oct.* 36
The Multifarious Roles of Meeting Participants ... *July* 15
Overcoming Resistance to Change ..... *Feb.* 26
The Principal Players in Your Communication Network ..... *June* 20
The Secretarial Grapevine ..... *Mar.* 31
TA in the Office ..... *Jan.* 14

Compensation
Cafeteria Incentive Plans: A New Way to Motivate ..... *Feb.* 31
Making Fringe Benefits Pay ..... *May* 36

Counseling
Dealing with Employees' Personality Conflicts ... *Dec.* 32
Five Steps to Improving Employee Performance ..... *Apr.* 36
Getting Motivated Employees to Perform ..... *Oct.* 10
Grievance Handling: How to Carry the Ball ..... *Nov.* 35
Learning to Level with Employees ..... *Jan.* 8
Motivating the Underachiever ..... *Jan.* 39
Performance Coaching: Hitting the Bull's-eye ... *Nov.* 19
Seven Rules for Disciplining Problem Employees ..... *May* 2
Supervising Employees with Personality Problems ..... *Feb.* 8
This Matter of Discipline ..... *Apr.* 24
Unraveling the Causes of Poor Performance ..... *Nov.* 10
What Supervisors Should Know About Discipline ..... *Oct.* 20

Delegation
Delegation Without Fear ..... *July* 2
How to Delegate Successfully ..... *Feb.* 36
Why Supervisors Don't Delegate and Employees Won't Accept Responsibility .. *Apr.* 12

Discipline
Seven Rules for Disciplining Problem Employees ..... *May* 2
This Matter of Discipline ..... *Apr.* 24
What Supervisors Should Know About Discipline ..... *Oct.* 20

Employee Development
Helping Employees Make the Transition from Classroom to Workplace ..... *Oct.* 40
A More Systematic

Approach to Employee Development ..... *June* 2

General Management

Coping with Changes: Blending the Old with the New ..... *July* 36
Developing Collegial Relationships ..... *July* 31
The Informal Organization You've Got to Live With ..... *Oct.* 25
New Creatures in the Office Jungle ..... *July* 40
Older Workers: How to Utilize this Valuable Resource ..... *Nov.* 2
The Road to Burnout in the Public Sector ..... *Mar.* 22
The Shrinking Influence of Middle Management: Implications for the Front Line ..... *Aug.* 18
TA in the Office ..... *Jan.* 14
When Robots Dominate the U.S. Workplace ..... *June* 37

Government Regulation

Common-sensical Approach to Supervising Minorities ..... *Sept.* 24
Sexual Harassment in the Workplace ..... *Oct.* 2

Grievance Handling

Grievance Handling: How to Carry the Ball ... *Nov.* 35
Resolving Differences .... *May* 30
How to Prepare for an Arbitration Hearing ..... *Aug.* 32

Management Development

Attitudes That Work Against You ..... *Aug.* 10
Developing Collegial Relationships ..... *July* 31
Evaluating Job Offers: Sailing the Seven Cs ... *May* 25
Exclusively for Women Managers ..... *Apr.* 18
Giving an Effective Speech ..... *Jan.* 34
How Am I Doing? ..... *Mar.* 18
How to Delegate Successfully ..... *Feb.* 36
How to Measure Your Leadership Potential ... *Jan.* 2
The Informal Organization You've Got to Live With ..... *Oct.* 25
"I've Got to Hang Up, Harriet, My Boss Just Came In!" ..... *Sept.* 6
A Mentor: Would You Know One If You Saw One? ..... *Apr.* 32
Mentors for Women Managers: Fast-track to Corporate Success? ..... *Aug.* 36
More and Better Results Through Concentration ..... *Feb.* 14
Personnel Policies of Concern to Supervisors ..... *Dec.* 18
Putting Together a Customer Survey ..... *Nov.* 23
Putting Your Files in Order ..... *Oct.* 15
The Search for Good Ideas ..... *Aug.* 22
Self-Appraisals: The Next Stage in Performance Evaluations ..... *May* 9
Stalking the Big Bad Wolf ..... *Feb.* 2
Supervisory Training: No Yellow Brick Road .... *Mar.* 15
The Technician-Turned-Manager ..... *Sept.* 36
What You Need to Know to Be a Supervisor ..... *Mar.* 35
When Moving Up the Ladder Means Moving Out of Town ..... *July* 18

Management Technique
Applying the Management Process to Your Work Day ... *Mar.* 10
Getting Organized ... *Feb.* 20
Giving Instructions: It's Not as Easy as It Seems ... *Sept.* 32
Giving Instructions That Get Followed ... *May* 20
How to Delegate Successfully ... *Feb.* 36
How to Manage Your Boss ... *Sept.* 28
How to Measure Your Leadership Potential ... *Jan.* 2
Job Descriptions: Making Subordinates Accountable ... *Jan.* 27
Management Styles in a Technical Setting ... *Oct.* 36
More and Better Results Through Concentration ... *Feb.* 14
Overcoming Resistance to Change ... *Feb.* 26
Putting Your Files in Order ... *Oct.* 15
The Search for Good Ideas ... *Aug.* 22
TA in the Office ... *Jan.* 14
What Supervisors Should Know About Discipline ... *Oct.* 20
Why Supervisors Don't Delegate and Employees Won't Accept Responsibility ... *Apr.* 12

Mentors
A Mentor: Would You Know One If You Saw One? ... *Apr.* 32
Mentors for Women Managers: Fast-track to Corporate Success? ... *Aug.* 36

Motivation
Cafeteria Incentive Plans: A New Way to Motivate ... *Feb.* 31
Getting Motivated Employees to Perform ... *Oct.* 10
How Companies Boost Morale ... *Oct.* 29
How Employee Assumptions Influence Managerial Behavior ... *Mar.* 2
Let's Get a Handle on QWL ... *June* 26
Making Fringe Benefits Pay ... *May* 36
Motivating Employees in an Automated Office ... *Mar.* 29
Motivating the Underachiever ... *Jan.* 39
Unraveling the Causes of Poor Performance ... *Nov.* 10

Office Administration
Are You Caught in a Web of "Administrivia"? ... *Sept.* 12
Getting Organized ... *Feb.* 20
Making Friday Afternoons More Productive ... *Sept.* 40
Motivating Employees in an Automated Office ... *Mar.* 29
Slaying the Paper Dragon ... *Apr.* 2

Performance Appraisal
An Appraisal System that Yields Results ... *Nov.* 39
Five Steps to Improving Employee Performance ... *Apr.* 36
Five Steps to Making Performance Appraisal Writing Easier ... *Dec.* 7
Job Descriptions: Making Subordinates Accountable ... *Jan.* 27
Learning to Level with Employees ... *Jan.* 8
Performance Coaching: Hitting the Bull's-eye ... *Nov.* 19
Self Appraisals: The Next

Stage in Performance Evaluations ..... *May* 9
Stalking the Big Bad Wolf ..... *Feb.* 2
Unraveling the Causes of Poor Performance ..... *Nov.* 10

Personnel
Dealing with Employees' Personality Conflicts ... *Dec.* 32
How to Spot a Phony Résumé ..... *May* 40
Making Fringe Benefits Pay ..... *May* 36
Personnel Policies of Concern to Supervisors ..... *Dec.* 18
Planning for the Loss of a Key Employee ..... *Nov.* 32
Solving the Staffing Problem in Hospitals ... *Jan.* 30
Strikes and Stress: Helping Employees Manage ... *Dec.* 2

Problem Solving
Group Problem Solving: How to Be an Effective Participant ..... *June* 13
How to Be an Effective QC Leader ..... *Sept.* 19

Productivity
Alternate Workstyles: A Solution to Productivity Problems? ..... *July* 24
How to Be an Effective QC Leader ..... *Sept.* 19
Let's Get a Handle on QWL ..... *June* 26
Making Friday Afternoons More Productive ..... *Sept.* 40
Productivity: More Than Just a Word ..... *Aug.* 41
The Search for the Productivity Grail: The 4/8 Theory ..... *Dec.* 12

Quality Circles
How to Be an Effective QC Leader ..... *Sept.* 19

Special Groups
Common-sensical Approach to Supervising Minorities ..... *Sept.* 24
Communication in Multinational Companies ..... *Aug.* 2
Sexual Harassment in the Workplace ..... *Oct.* 2
Mentors for Women Managers: Fast-track to Corporate Success? .... *Aug.* 36
Older Workers: How to Utilize this Valuable Resource ..... *Nov.* 2
The Road to Burnout in the Public Sector ..... *Mar.* 22
Supervising Employees with Personality Problems ..... *Feb.* 8
Supervising Parents of Latchkey Children ..... *Sept.* 2
The Technician-Turned-Manager ..... *Sept.* 36
When Moving Up the Ladder Means Moving Out of Town ..... *July* 18

Supervisory Style
Management Styles in a Technical Setting ..... *Oct.* 36
The Quality of Work Relationships: A Matter of Supervisory Style ..... *Nov.* 16

Time Management
Applying the Management Process to Your Work Day ..... *Mar.* 10
Effective Use of Time ..... *July* 9
Time: A Manager's Most Important Asset ..... *May* 16

Training and Development
Helping Employees Make the Transition from

Classroom to Workplace ..... *Oct.* 40
Mentors for Women Managers: Fast-track to Corporate Success? .... *Aug.* 36
A More Systematic Approach to Employee Development ..... *June* 2
Supervisory Training: No Yellow Brick Road ..... *Mar.* 15

Women
Sexual Harassment in the Workplace ..... *Oct.* 2
Exclusively for Women Managers ..... *Apr.* 18
"I've Got to Hang Up, Harriet, My Boss Just Came In!" ..... *Sept.* 6

What Others Are Saying
Financial System Checkup ..... *Mar.* 48
The Successful Organization ..... *Mar.* 47

Work Scheduling
Alternate Workstyles: A Solution to Productivity Problems? ..... *July* 24
Making Friday Afternoons More Productive ..... *Sept.* 40
Making It Through the Holidaze? Post-holiday Distractions ..... *Jan.* 24
Planning for the Loss of a Key Employee ..... *Nov.* 32
Solving the Staffing Problem in Hospitals ... *Jan.* 30
When Robots Dominate the U.S. Workplace ..... *June* 37

Your Personal Management
The Executor in Your Family's Future ..... *Jan.* 42
Finding the Right Neighborhood ..... *Oct.* 34
An Investor's Dictionary ..... *June* 35
Making a Move? Here's How to Ease the Load ... *Sept.* 42

AUTHORS

Arni, Marjorie A. Solving the Staffing Problem in Hospitals ..... *Jan.* 30
Ayers, Herbert J. Strikes and Stress: Helping Employees Manage .... *Dec.* 2
Barnard, Janet C. The Principal Players in Your Communication Network ..... *June* 20
Benson, Gary L. How Employee Assumptions Influence Managerial Behavior ..... *Mar.* 2
Berry, Patricia. Mentors for Women Managers: Fast-track to Corporate Success? ..... *Aug.* 36
Berry, Waldron. Group Problem Solving: How to Be an Effective Participant ..... *June* 13
Overcoming Resistance to Change ..... *Feb.* 26
Blai, Boris, Jr. An Appraisal System that Yields Results ..... *Nov.* 39
Braid, Robert C. Effective Use of Time ..... *July* 9
Seven Rules for Disciplining Problem Employees ..... *May* 2
Brown, Maurice B. Unraveling the Causes of Poor Performance ..... *Nov.* 10
Buckman, Steven. Putting Your Files in Order ..... *Oct.* 15
Caruth, Don and Middlebrook, Bill. How to Delegate Successfully .... *Feb.* 36

Caruth, Don; Middlebrook, Bill; and Pressley, Trezzie A. This Matter of Discipline ... *Apr.* 24
Davidson, Jeffrey. A Mini-Thesaurus for Business Writers ... *Dec.* 27
How to Spot a Phony Résumé ... *May* 40
Making Friday Afternoons More Productive ... *Sept.* 40
New Creatures in the Office Jungle ... *July* 40
Planning for the Loss of a Key Employee ... *Nov.* 32
Davidson, Richard. Motivating the Underachiever ... *Jan.* 39
Delaney, William A. Making Fringe Benefits Pay ... *May* 36
The Secretarial Grapevine ... *Mar.* 31
Denton, D. Keith. Giving Instructions: It's Not as Easy as It Seems ... *Sept.* 32
Detrick, Ronald L. Helping Employees Make the Transition from Classroom to Workplace ... *Oct.* 40
Diffie-Couch, Priscilla. How to Give Feedback ... *Aug.* 27
Douglass, Donna. "I've Got to Hang Up, Harriet, My Boss Just Came In!" ... *Sept.* 6
Edwards, Mark R. Stalking the Big Bad Wolf ... *Feb.* 2
Eisemann, Charles W. and Lourie, Stuart L. Grievance Handling: How to Carry the Ball ... *Nov.* 35
Elliott, Lee and Hinchey, Mary Anne. Dealing with Employees' Personality Conflicts ... *Dec.* 32
Ensman, Richard, Jr. Personnel Policies of Concern to Supervisors ... *Dec.* 18
Ford, Robert C. Delegation Without Fear ... *July* 2
Gallagher, Dan. Putting Together a Customer Survey ... *Nov.* 23
Garten, Edward D. and Garten, Frances J. Motivating Employees in an Automated Office ... *Mar.* 29
Gelbard, Linda; Lee, Charles; and Lupton, Daniel E. Self Appraisals: The Next Stage in Performance Evaluations ... *May* 9
Gilsdorf, J. W. Slaying the Paper Dragon ... *Apr.* 2
Ginsburg, Sigmund G. Evaluating Job Offers: Sailing the Seven Cs ... *May* 25
Gold, Rosalind. Exclusively for Women Managers ... *Apr.* 18
Getting Organized ... *Feb.* 20
Goldsmith, Martin H. and Flynn, Kate J. Developing Collegial Relationships ... *July* 31
Graber, Jim M. Let's Get a Handle on QWL ... *June* 26
Hagen, Robert P. How Am I Doing? ... *Mar.* 18
Older Workers: How to Utilize This Valuable Resource ... *Nov.* 2
Halatin, Ted. Making It Through the Holidaze: Post-holiday Distractions ... *Jan.* 24
Halatin, Ted and Hunnicutt, Garland. Supervising Parents of Latchkey Children ... *Sept.* 2
Hammer, Mary M. Giving an Effective Speech ... *Jan.* 34
Han, Pyung E. The Informal Organization You've Got to Live With ... *Oct.* 25
Hermone, Ronald H. Resolving Differences ... *May* 30
Hill, Jack A. Are You Caught in a Web of "Administrivia"? ... *Sept.* 12
Hodge, John. Common-sensical Approach to Supervising Minorities ... *Sept.* 24
Hollar, Hunter R. and Brenner, O. C. TA in the Office ... *Jan.* 14
Hollingsworth, A. T. and Al-Jafary, Abdul Rahman A. Why Supervisors Don't Delegate and Employees Won't Accept Responsibility ... *Apr.* 12

Humphreys, L. Wade and Humphreys, Neil J. Applying the Management Process to Your Work Day ..... *Mar.* 10
Hunsaker, Phillip and Frayne, Colette. More and Better Results Through Concentration ..... *Feb.* 14
Johnston, Robert W. What You Need to Know to Be a Supervisor .... *Mar.* 35
Katzman, Marvin S. When Robots Dominate the U.S. Workplace ..... *June* 37
Kinlaw, Dennis C. Getting Motivated Employees to Perform ..... *Oct.* 10
Kirkwood, William G. The Search for Good Ideas ..... *Aug.* 22
Krantz, Shelley. Five Steps to Making Performance Appraisal Writing Easier ..... *Dec.* 7
Lea, Daniel and Leibowitz, Zandy B. A Mentor: Would You Know One If You Saw One? ..... *Apr.* 32
Manaktala, V. K. Job Descriptions: Making Subordinates Accountable ..... *Jan.* 27
Matthiesen, Eric and Hollwitz, John. Giving Instructions That Get Followed ..... *May* 20
McKenzie, Leon. Supervisory Training: No Yellow Brick Road ..... *Mar.* 15
Miller, Dennis E. Coping with Changes: Blending the Old with the New ..... *July* 36
Time: A Manager's Most Important Asset ..... *May* 16
Nave, James L. and Thomas, Bob. How Companies Boost Morale .... *Oct.* 29
Needell, Cheryl K. and Alwon, George. Learning to Level with Employees ..... *Jan.* 8
Neider, Linda L. Cafeteria Incentive Plans: A New Way to Motivate ... *Feb.* 31
Niehouse, Oliver L. How to Measure Your Leadership Potential ..... *Jan.* 2
The Road to Burnout in the Public Sector ..... *Mar.* 22
Olson, Val. The Search for the Productivity Grail: The 4/8 Theory ..... *Dec.* 12

Management books of other publishers can be ordered from the AMA Bookstores at the locations listed below. Send a check covering the list price of each book (plus $1.50 per order for postage to U.S. addresses, $5 to foreign), or place a credit card order by phone. Furnish exact titles, author and publisher, and your return address. (Publishers' prices are subject to change.) Payment must accompany orders (New York, Illinois, and Georgia residents include sales tax). Allow three weeks for delivery. Make checks payable to:

New York: 135 W. 50th Street, New York City 10020
(212) 903-8259 or (212) 903-9260.
Georgia: 1197 Peachtree Street, N.E., Atlanta 30361 (404) 892-7599)
Illinois: 8655 West Higgins Road, Chicago 60631 (312) 693-5511)

AMA members are entitled to a 10% discount on books of most major publishers. To determine which are eligible, check with the AMA bookstore.

Polczynski, James J. The Shrinking Influence of Middle Management: Implications for the Front Line ..... *Aug.* 18
Prah, D. W. When Moving Up the Ladder Means Moving Out of Town ..... *July* 18
Pulich, Marcia Ann. How Well Do You Hear? ..... *Nov.* 27
What Supervisors Should Know About Discipline ..... *Oct.* 20
Riggi, Ronald J. Productivity: More Than Just a Word ..... *Aug.* 41
Saint James, Diane. Sexual Harassment in the Workplace ..... *Oct.* 2
Sanford, Kathleen D. The Technician-Turned-Manager ..... *Sept.* 36
Schilit, Warren Keith. How to Manage Your Boss ..... *Sept.* 28
Schroeer, Susan G. Alternate Workstyles: A Solution to Productivity Problems? ..... *July* 24
Scott, Sidney W. The Multifarious Roles of Meeting Participants ..... *July* 15
Sharifzadeh, Mansour and Kelson, Victor. Management Styles in a Technical Setting ..... *Oct.* 36
Sherman, Geri. The Quality of Work Relationships: A Matter of Supervisory Style ..... *Nov.* 16
Smith, Michael and Wing, Jan. Five Steps to Improving Employee Performance ..... *Apr.* 36
Steen, Jack E. How to Prepare for an Arbitration Hearing ..... *Aug.* 32
Stull, James B. Communication in Multinational Companies ..... *Aug.* 2
Wallach, Ellen J. Performance Coaching: Hitting the Bull's-eye ..... *Nov.* 19
Weiss, W. H. Supervising Employees with Personality Problems ..... *Feb.* 8
Zahra, Shaker A. How to Be an Effective QC Leader ..... *Sept.* 19
Zorn, Theodore E., Jr. A More Systematic Approach to Employee Development ..... *June* 2
Zuker, Elaina. Attitudes That Work Against You ..... *Aug.* 10

American Management Associations
Publications Services, Dept. N101
P.O. Box 319
Saranac Lake, NY 12983

Please send me the Supervisory Management Books indicated below.

BACK TO BASICS
Guidelines for Better Management
#6969
_____copies @ $5.95 each/AMA members $5.35 each

STEPPING UP TO SUPERVISION
#6970
_____copies @ $5.95 each/AMA members $5.35 each

Please make checks payable to Supervisory Management.

☐ Check for $_____enclosed. (Please add $1.00 for shipping.)
☐ Bill me. ☐ Bill my organization. (Shipping and handling charges will be added.)

NOTE: If your organization is an AMA member company, check below to take advantage of the AMA rate.
☐ I am entitled to AMA member rate.

Name (please print)
Title
Company
Street
City
State Zip
Dept. N101

To order use this coupon or call our Hotline: (518) 891-1500, ext. 240